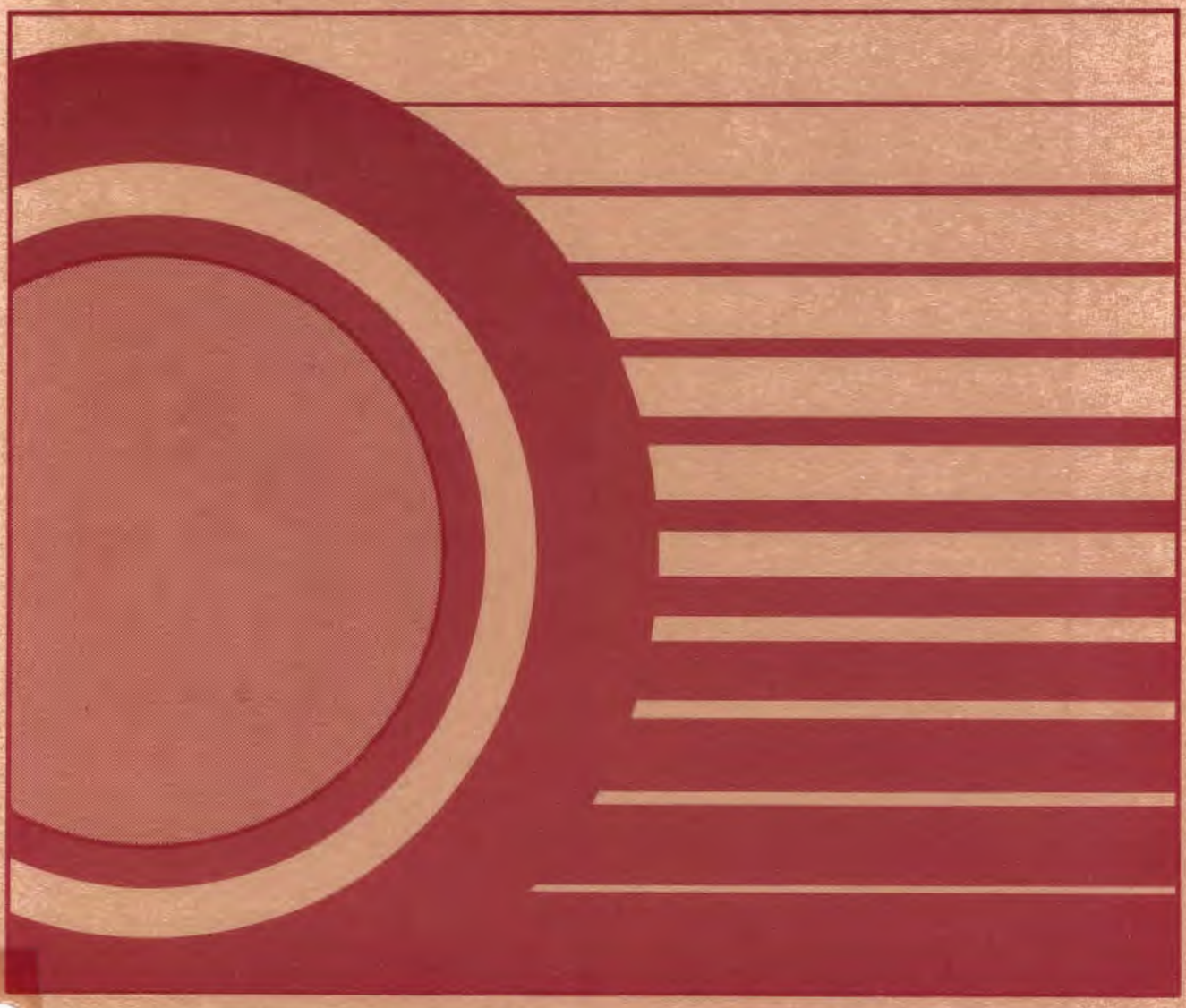
Improving Transportation Services for Older Americans

Volume 2: Technical Report
September 1980



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The original version of this study contained recommendations for program development targeted at Federal managers. That material has been edited from this printing of the study, as have a few discussions of issues which have been resolved since the original submission of the report.

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Prepared by:

The Institute of Public Administration
in Association with
Ecosometrics, Incorporated

Sponsored by:

U.S. Department of Health and Human Services
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PREFACE

This report is the result of the effort of a great many people. First and foremost are the staffs of the 60 transportation providers and the 20 projects interviewed in the field. They gave willingly of their time, and without their support there would be no study. Their support went beyond the survey, and for myself and all the project staff I would like to say thank you and express our appreciation for the many courtesies extended to us.

Mr. Nolan Danchik of the Center for Transportation Studies provided valuable assistance on sampling providers. As for the staff from the Institute and Ecosometrics, their support and hard work in bringing together the material from the survey, conducting the field and telephone interviews, coding and analyzing data, and writing, typing and editing manuscript reflected the high level of professionalism that they always bring to their work. They deserve to be individually recognized. The key field staff were:

Rita Bamberger
Jon Burkhardt
Gertrude Entenmann
Teresa Franks
Sue Knapp
Ellen McPherson
Jeff Riese
Peter Schauer
Chris Tate
Hannah Worthington
Mark Wozny

A particular note of thanks must be expressed to a number of people who made special contributions. Gertrude Entenmann who, as administrative officer, provided logistic support and comfort to the entire team through the field trips and the immense volume of typing and analysis. A similar note of appreciation must be expressed to Chris Tate and Teresa Franks: they worked hard and long on tabulations, and their many, many comments and suggestions substantially reduced the problems encountered with the data and contributed to the final results.

Two people must be singled out: Rita Bamberger as Deputy Project Director and Mark Wozny as the primary analyst on the project. They were both involved with the study through all its phases. They contributed in the field, on the analysis, and had major responsibility for the preparation of the Technical Report as well as the General Report. The report is the product of their considerable and unstinting effort.

To all who have contributed I would like to express my personal debt of gratitude and refer whatever merit the report may have to their credit.

Joseph S. Revis
Project Director

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I. THE STUDY APPROACH

Specialized transportation systems, designed to meet the diverse needs of the elderly and other groups, are operating in communities throughout the country. Although these systems have proliferated in recent years, no comprehensive study has yet been undertaken to identify and explore the problems being encountered by these systems. In reaction to the need for this type of information, the Institute of Public Administration, in association with Ecosometrics, Incorporated, conducted a study of the problems encountered by transportation providers serving the elderly and their relationships with the funding Area Agencies.

A. Study Objectives

The study was to be conducted with five specific objectives in mind:

1. identification of the major problems encountered by the transportation providers (including possible causes);

2. identification of any solutions applied by the transportation providers to overcome problems encountered;

3. differentiation between problems encountered and solutions developed by providers according to provider characteristics (degree of urbanization, type of provider, type of service being provided, and size of the provider);

4. identification of possible solutions to problems that merit further testing and demonstration; and

5. development of recommendations for federal, state, and local actors aimed at alleviating or avoiding the problems of local service providers.

In achieving these five objectives, the study drew on the available literature, prior experience of the study team, a telephone survey of transportation providers, and on-site and in-depth interviews with providers and Area Agencies. Although the literature review and team experience contributed significantly to the study outcome, it was the telephone and on-site surveys that provided the most data and insight into provider and Area Agency problems. Much of the study team's time and effort was expended in designing the survey instruments to be used for both surveys.

B. Transportation Issues

As might be expected, transportation providers confront a variety of issues and problems some of which are typically encountered as a part of daily operations and some of which are unique to a particular set of circumstances. For example, cash flow problems seem to be quite common among providers, while the energy crisis affects some transportation systems more severely than it does others. In designing the survey, it was essential to cover all major problem areas, and it was here that experience helped narrow down the areas of interest.

Our approach called for the development of two survey instruments: one for telephone interviews and one for field interviews. A two-stage integrated survey structure was used with the telephone survey serving to identify the coverage and scope of the on-site interviews. Using the literature and prior experience as the jumping off point, the first stage survey instrument for the telephone interviews was built around twenty issues ranging from insurance problems to community perceptions of the project and the transportation problems of older people. These areas included the following major issues:

1. Insurance -- how to obtain sufficient coverage at reasonable rates;
2. Transportation coordination;
3. Labor protection under Section 13(c);
4. Impact of:
   a. Section 16(b)(2) of the Urban Mass Transportation Act of 1964, as amended;
   b. Section 504 of the Rehabilitation Act of 1973;
5. Section 18 of the 1978 Surface Transportation Assistance Act:

6. Project Continuity as affected by:

   a. Adequate budgets

   b. Cash flow problems

   c. "Multiple Jeopardy", e.g., when a coordinated transporta- service is threatened by the loss of funds from one provider

7. Obtaining qualified personnel

8. Operating problems

9. Management problems

10. Community perceptions of transportation services by:

    a. System's users

    b. Local government agencies

    c. General public

11. Information Management and Accountability -- especially important in this regard is a uniform system of transportation accounts and records

12. Training and personnel management

13. Vehicle availability and adequacy

14. Regulatory and franchise problems

15. Utilization of volunteers

16. Energy problems

17. Linkages to conventional mass transit:

    a. Utilization of Section 5 monies

    b. Effect of Metropolitan Planning Organizations and other planning agencies upon specialized transportation providers

18. Maintenance of effort requirements

19. Effect of categorical grant procedures versus direct entitlements

20. Relationship with the Area Agencies on Aging, especially funding sponsorship relationships.

These twenty areas were translated into broader categories around which survey questions and format were designed. These broad areas were used for the telephone survey design, and Table TR-1 summarizes the major areas covered by the telephone survey instrument. A copy of the complete instrument is available in Annex 1A.

Using the outputs from the telephone survey as a further guide to problem areas (interviewed providers were left the option of adding any comments and issues they felt were relevant or not adequately covered), the field survey instrument was designed to explore in greater depth any issues that appeared to be not adquately covered or not covered at all in the telephone survey. The field survey was also used as a means for direct contact with Area Agencies on Aging that had funded the transportation provider. As will be seen in the discussion later, no startling, new issues or gaps emerged out of the telephone survey.

Because two agencies were interviewed in the field (the provider and the Area Agency on Aging), separate survey instruments were developed for each, and, as may be seen in Table TR-2, the coverage for the transportation provider was quite similar to that of the telephone interview. Questions for the Area Agency on Aging were fewer and more focussed on their linkages with the provider.

The field and the telephone survey became the basic sources of information, and detailed discussion of the findings and outputs may be found in the General Report (Volume I). This Technical Report (Volume II) contains description of the results of the survey, the output tables developed from the telephone survey, and a more detailed description of the procedure used to develop a representative structure for the telephone and field interviews.

Table TR-1

TELEPHONE SURVEY OF TRANSPORTATION PROVIDERS

Survey Instrument Coverage

1. Background Data

   - Clients
   - Staffing
   - Volunteers

2. Funding

   - Sources/Amounts
   - Adequacy/Problems

3. Service Characteristics

   - Eligibility
   - Operating Characteristics
   - Scheduling and Dispatching
   - Vehicle Characteristics

4. Cost Information

   - Operating
   - Insurance

5. Monitoring & Evaluation

   - Requirements
   - Use

6. Labor/Regulatory & Coordination

   - Problems
   - Coordination Practices

7. Marketing & Outreach

   - Scope

8. Other Issues

   - Energy
   - Accessibility and 504
   - Links with Area Agencies

Table TR-2

FIELD SURVEY OF TRANSPORTATION PROVIDERS & AREA AGENCIES

Survey Instrument Coverage

Areas Covered by Survey Instrument Questions

Transportation Provider	Area Agency on Aging
A. Questions	A. Questions
1. Site Profile	1. Agency age
2. Transportation Service Profile	2. How long funding transport?
• Organization	3. How needs are assessed?
• Historical background	4. Unmet needs
• Funding	5. Service impact of shift from Title V
3. Budgeting	6. Contracts with provider
4. Operations	7. Reporting requirements
5. Coordination	8. Contact with State
6. Training & Technical Assistance	9. Technical Assistance
• Training	• Role
• Technical Assistance	• Needs
7. Staffing Qualifications and Responsibilities	10. Coordination
8. Maintenance and Fleet	11. General (open-ended)
• Fleet characteristics	B. Data Inventory
• Maintenance	1. Elderly served by AAA transport fund
9. Management & Administration	2. Budget for transport
10. Monitoring & Evaluation	• Scope
11. Insurance & Marketing	• Sources
• Insurance	• Match problems
• Marketing	3. Budget restrictions
12. General Comments (open-ended)	4. Management functions
B. Data Inventory	
1. Traffic	
2. Funding	
3. Insurance	
4. Reporting	

II. THE SURVEY METHODOLOGY

In the context of the previously enumerated objectives, the sampling methodology was designed to cover as wide a range of transportation providers being funded under Title III of the Older Americans Act as the grant budget and schedule would permit. To this end, a two-staged stratified random telephone sample was developed with stratification based upon level of urbanization and regionalization. This sample was designed as a telephone survey, and two stages were needed as a means of identifying the number and names of the transportation providers being funded by the PSAs. The specific steps involved, summarized in Table TR-3, are Tasks 1.0 through 3.0.

As may be seen in the table, an initial list of PSAs was drawn up, stratified, and a sample of 102 Area Agencies (PSAs) drawn. These 102 Area Agencies were then contacted for the names and other data of the transportation providers (TPs) they were funding under Title III (Title IV having been shifted into Title III). Preliminary contact (by telephone) was also made with the TPs so identified. From the 102 Area Agency sample, 556 transportation providers were identified as funded in 1979 and 1980, and after adjustment, a final sample of 60 TPs was drawn as the basis for the telephone survey.

From the telephone survey of the 60 providers, twenty were selected for more intensive field interviews (based on their size, rural and urban characteristics, availability of detailed information, and the extent to which their problems were representative of those encountered by others). Although not specifically required by the grant, interviews were also scheduled with the Area Agencies funding the providers selected for field interviews (Task 4.0 in Table TR-3).

Table TR-3

SURVEY OF TRANSPORTATION PROVIDERS AND AREA AGENCIES

Survey Work Tasks

Task No.	Task Description
1.0	Develop and Implement Stage I Stratified Random Sample of Planning and Service Areas (PSAs)
1.1	Select PSA stratification strategy
1.2	Stratify PSA population (590 PSAs out of 644)
1.3	Select a sample of PSAs for survey (102 PSAs)
1.4	Survey PSA sample for identification of transportation providers funded
2.0	Develop and Implement Stage II Stratified Random Sample of Transportation Providers (TPs)
2.1	Preliminary telephone contact with TPs
2.2	Stratify TPs by urbanization and region (332)
2.3	Select a stratified sample of TPs (60)
2.4	Verify sample for consistency
3.0	Conduct Telephone Survey of TPs
3.1	Design survey instrument for telephone interview
3.2	Pretest survey instrument
3.3	Conduct survey
3.4	Record and tabulate results
4.0	Develop and Implement Field Interview Survey of Selected Transportation Providers and Area Agencies
4.1	Select twenty TPs for field interviews
4.2	Conduct field interviews
4.3	Prepare written synopsis of field interviews
5.0	Analyze Telephone Surveys of TPs and Field Surveys of TPs and Area Agencies
6.0	Prepare Final Report

A. Summary

As noted previously, from the telephone and field interviews emerged the basic findings and conclusions presented in the General Report. Before moving into a more detailed procedural discussion and to provide a general perspective of the survey, a summary of the key steps follows:

1. From a list of 644 Planning Service Areas (PSAs), a number of PSAs were eliminated because they did not appear to be representative of the broad range of experience (i.e. they reflected rather special cases). This included the American Territories, the Indian Reservations, Hawaii and Alaska, and the seven single state PSAs. These areas had problems of their own but given the scope of the project's budget and time available to complete the work, it was felt that these PSAs would be too unique. As a result of these adjustments, the base for sampling was reduced to 590 Planning and Service Areas.

2. The base of 590 PSAs was then stratified into four levels of urbanization defined as follows: (1) Metropolitan areas with PSA populations of 2 million persons or more; (2) Urban areas with PSA populations of less than 2 million persons and 70 percent of the PSA being part of a Standard Metropolitan Statistical Area (SMSA); (3) Urban/Rural areas where at least some, but less than 70 percent of the PSA area, fell into a SMSA; and (4) Rural areas in which no portion of a PSA was part of an SMSA. This stratification dimension was also combined with a matrix of the ten federal regions in which the Planning and Service Areas were located, and the sampling procedure for the next stage was drawn from this matrix of urbanization and federal regions.

3. From this list of regional and urbanized PSA stratification, a random sample of 102 PSAs (Area Agencies on Aging) were drawn representing a sampling incidence of approximately 17 percent. The names, addresses, and telephone numbers of each of the Area Agencies on Aging were collected and a preliminary telephone contact was made in order to obtain information about the characteristics of the transportation providers with whom the Area Agencies contracted for service. From this contact with the 102 AAAs, 556 transportation providers were identified as being funded in 1979 and 1980 out of AAA funds under Title III.

4. The list of 556 transportation providers was adjusted to take into account the fact that the large number of providers reported by several large metropolitan areas (New York and Chicago) could not be verified as being providers, and also to adjust for the PSAs with no reported Area Agencies. The list of 556 providers was adjusted to 332, and from the adjusted list, a second stage sample of 60 providers was drawn. These 60 providers became the base for an intensive telephone survey for which a special survey instrument was designed (see Annex 1A).[1/]

5. Comprehensive phone interviews were completed with each of the 60 providers, and the results coded and programmed into a computer. The output from the interview became the basis for much of the findings and description that follows, and a full set of descriptive t ables may be found in Annex 3.

6. Based on a review of the findings from the comprehensive telephone survey of the 60 providers, a number of problem areas were identified for which supplementary information was needed or for which the telephone interviews had been unable to provide answers. Two supplementary survey instruments were developed to be used for field interviews: one for providers and one for the AAA funding the provider. A final group of 20 transportation projects and the relevant AAAs were selected for on-site field interviews. The results of these interviews were tabulated and used to supplement the telephone survey findings.

   Although this final sample was not random, the projects were selected with the objective of representing a range of provider characteristics that were revealed over the course of the comprehensive telephone interviews.

1/ Estimates indicate that the 60 providers represent somewhere between 1.5 - 2.0 percent of the total provider population estimated to be between 2800 to 3200 at a 95 percent confidence limit.

B. Stage One Sample: 102 Planning Service Areas

The first stage requirement was drawing a sample of about twenty percent of the 644 Planning Service Areas (PSAs) listed for the United States and its Territories. In order to evaluate the status of transportation for the elderly under the Older Americans Act on a nationwide basis, it was important to base the study upon an unbiased sample of providers from all areas of the United States. The drawing of an unbiased sample requires that providers be drawn on a random basis.

In addition to randomness, two other aspects were considered important in explaining differences among projects: the urban level of the PSA and its geographic location (reflecting climate and terrain differences).[1/] These dimensions were employed to stratify the sample populations because they appeared to be most sensitive to operational problems, and/operational differences did exist due to organization or regional differences, then the sampling procedure must allow for the explication of these differences through the use of stratifications.

The initial list of Planning Service Areas was drawn from The Emerging Network and data on The Elderly Population.[2/] A list of 644 PSAs were identified covering the United States and its Territories. Given the budget and schedule limits of the grant, adjustments were made for single State PSAs, the State of Hawaii, Alaska, Indian Reservations, and the U.S. Territories. The Territories, Hawaii, and Alaska were dropped become of costly travel requirements (and all of the selected PSA transportation providers had to be

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1/ Other factors such as budget size, type of AAA and/or PSA organization, number of trips, etc., were considered but dropped due to lack of data, irrelevance to provider characteristics, or lack of budget to include as a strata.

2/ Select Committee of Aging, House of Representatives, (95th Congress, 2nd Session), The Emerging Aging Network, Department of Health, Education and Welfare. The Elderly Population: Estimates by County, 1977.

eligible candidates for filed interviews); the single State PSAs and the Indian Reservations because they were, or might not be, representative. As a result of these adjustments, the base for the initial sample was reduced to 590 PSAs.

Stratification

The sample base of 590 PSAs were stratified into four levels of urbanization:

I Metropolitan -- where the PSA had a population of two million or more persons

II Urban -- where the PSA had a population of less two million persons and 70 percent of the PSA was part of a SMSA

III Urban/Rural -- where at least some, but less than 70 percent, of the PSA falls into a SMSA

IV Rural -- where none of the PSA was included in a SMSA

After the PSAs were sorted into four levels of urbanization, the four groups were compared on the basis of (1) the percent of the total PSAs falling into each urban level, and (2) the percent of the total elderly population (65 or over) falling into each of the urban levels. These two percentages were then averaged as a basis of determining the size of the four sample groups for our study, and the mean percentage is shown in Table TR-4.

Table TR-4

TRANSPORTATION PROVIDER SURVEY & PSA POPULATION

Sampling Incidence

Variable	Urbanization Level			
	Metropolitan (I)	Urban (II)	Urban/Rural (III)	Rural (IV)
1. Percent of All PSAs	1.7	25.7	28.1	44.4
2. Percent of Elderly (65+)	12.5	37.8	30.4	19.2
3. Weighted Mean Percent	7	32	29	32

The percentages in Table 4 show that the population share of the elderly in metropolitan and urban areas was substantially out of proportion to the number of PSAs in these areas (i.e., the metropolitan areas had 1.7 percent of the PSAs but 12.5 percent of the elderly population). The original intent was to base the incidence of sampling within each urban level on the percentage share of PSAs in that level compared to the total number of PSAs in the base population. However, given the imbalances shown by lines 1 and 2 in Table TR-4, the PSA and elderly population distributions were averaged, and the weighted mean (Line 3, Table TR-4) was used as the adjusted sampling incidence for each urbanization level.

Applying these percentages to the population of 590 PSAs (and given a sample size of 100 PSAs) would yield a distribution of PSAs by urban level comparable to the percentage distribution shown for Line 3 of Table TR-4. There were, however, several other adjustments that had to be made before the final sample size was specified.

To begin with, there were only nine PSAs identified in metropolitan areas. Because of the small number, it was decided to include all nine of the PSAs in the metropolitan areas in order to assure that important provider characteristics were not missed. However, later telephone conversations with each of the PSAs in the metropolitan areas indicated that one of the PSAs was not funding any transportation and, on this basis, it was dropped leaving, thereby, eight PSAs from the metropolitan areas. All were included in the sample.

As noted earlier, a second dimension used for stratification was the federal regional office location of the state in which the Planning Service Area was located. Following the initial stratification by urbanization level, the PSAs were then arrayed by federal regional office, and the 590 PSAs thus arrayed served as the basis for the first-stage sample that was eventually drawn. The federal regional office stratification assured consideration of differences in geography, and the stratified PSA distributions by federal

regional office and urbanization is summarized in Table TR-5 for both the base and the sample population of PSAs.

Since each PSA has a corresponding Area Agency, the sampling procedure consisted of drawing a random number to determine the starting sample point and then drawing the remaining number of cases of equal intervals over the entire urbanization stratum. Once the sample was drawn, each PSA was checked against The Emerging Aging Network to eliminate any PSAs without an Area Agency on Aging. Those PSAs lacking AAAs were eliminated, and a PSA with an AAA from the same state (matched for population and urbanization) was substituted.

After the PSA sample was selected, the names, addresses, and phone numbers of each of the Area Agencies on Aging under the PSA was identified and a preliminary telephone contact made in order to obtain basic information about the transportation providers funded by the AAAs or with whom the Area Agencies contracted for transportation services. This initial telephone contact addressed funding levels, source of funds, number of vehicles, levels of unduplicated passengers, and types of service offered. However, the primary purpose of the initial contact with the AAAs was to specifically identify and enumerate the transportation providers. A total of 556 transportation providers were identified from the 102 AAAs.

C. Stage Two Sample: Sixty Transportation Providers

Thus, as a result of the initial telephone contact with the 102 Area Agencies, 556 transportation providers were identified as being funded in 1979 and 1980 out of their funds for Title III under the Older Americans Act. This list of 556 providers had to be adjusted (for the next sample stage) in order to take into account the fact that a large number of the providers reported by several large metropolitan areas (New York and Chicago specifically) could not be verified as actual providers. As a result of this difficulty, a further adjustment was made, and the final list of providers reduced to 332. It was from this adjusted list of 332 transportation providers that the second stage sample was drawn.

Table TR-5

DISTRIBUTION OF SAMPLE BASE OF 590 PSAs
BY URBANIZATION AND FEDERAL REGION

Federal Region	URBANIZATION LEVEL									
	Total Sample Base (590 PSAs)					Sample (102 PSAs)				
	I	II	III	IV	Total	I	II	III	IV	Total
I	0	10	12	15	37	0	3	2	3	8
II	1	44	0	33	78	1	10	0	5	16
III	0	37	14	42	93	0	7	3	5	15
IV	0	15	37	51	103	0	3	6	6	15
V	6	7	46	17	76	5	2	9	2	18
VI	1	8	30	23	62	1	1	5	2	9
VII	0	4	16	24	44	0	1	2	3	6
VIII	0	6	3	23	32	0	1	1	2	4
IX	1	14	5	10	30	1	3	1	1	6
X	0	7	3	25	35	0	2	0	3	5
Totals	9	152	166	263	590	8	32	29	32	102

Table TR-6 shows the distribution of the 332 providers by urbanization level. As may be seen, the percentage distribution of the providers follows, relatively closely, the percentage distribution shown for the weighted mean in Table 4 (the differences reflect all the adjustments previously described), indicating that even with the adjustments, the sampling incidence described for Table TR-4 was maintained.

Table TR-6

TRANSPORTATION PROVIDER SURVEY POPULATION
DISTRIBUTION BY URBANIZATION LEVEL

Variable in	URBANIZATION LEVEL				
	I	II	III	IV	Total
Number of Projects	17	98	125	92	332
Present Distribution	5.1	29.5	37.7	27.7	100.0

The second stage sample required drawing a sample from the 332 transportation providers identified as a result of the first stage. The sample providers drawn from this list of providers would then be subjected to an extensive telephone interview using a survey instrument specially designed for this purpose. A copy of this telephone survey instrument is attached as Annex A. The instrument was designed as a one-hour interview mechanism covering the areas already shown in Table TR-1. The most critical question was the size of the sample itself. Given the budget and schedule constraints of the project, a sample of sixty transportation providers was selected from the list of 332 providers.

The 332 transportation providers were again stratified by urbanization level and federal regional office location and a stratified random sample drawn from each urbanization stratum. Three rules were followed in drawing the sample:

1. Sample at least one transportation provider from each metropolitan PSA.
2. Sample at least one transportation providers from every cell in the urbanization-regional matrix to the extent there was a funded provider identified in each cell.
3. Since some PSAs funded more than one provider, only one provider would be sampled from any PSA.

The result of applying these three rules to the sampling procedure was to require exhaustive sampling of the metropolitan PSAs and the urbanization-regional matrix and sampling without replacement for the non-metropolitan PSAs.

For the actual sampling procedure, a random number was drawn to determine an initial sampling point, and a sample interval employed that selected providers evenly throughout the urbanization level. Once a transportation project was selected, the PSA in which it resided was removed from the sample universe. The final distribution of sites selected for telephone interviews is shown in Table TR-7. A list of the specific sites is also provided in Annex 2.

Each of the sixty transportation providers was interviewed using the survey instrument designed for that purpose, and the results were coded and programmed for computer tabulation. The computer outputs were then summarized into a series of tables that became the core of information on which most of the conclusions and findings of the study were based. These tables have been included in the Technical Report and are included as Annex 3. Interpretation of these tables must, of course, be made in the context of the sampling error described in the section that follows. However, even given the relatively small size of the provider survey, the findings appear consistent with other research and provides an important base of information on provider behavior, operating patterns and problems.

Table TR-7

SURVEY OF TRANSPORTATION PROVIDERS
DISTRIBUTION OF TELEPHONE SURVEY SITES
BY URBANIZATION AND FEDERAL REGION

Federal Regional Office Location	URBANIZATION LEVEL				
	I	II	III	IV	Total
I	0	1	1	1	3
II	3	3	0	1	7
III	0	1	1	3	5
IV	0	3	3	4	10
V	8	1	6	1	16
VI	1	1	3	1	6
VII	0	1	0	1	2
VIII	0	1	1	1	3
IX	1	2	2	0	5
X	0	1	1	1	3
TOTAL	13	15	18	14	60

D. The Field Interviews: Twenty Transportation Providers

Based on a review of the findings from the comprehensive telephone survey of the sixty providers, a number of problem areas were identified for which supplementary information was needed or for which the telephone interviews had been unable to provide answers. Two supplementary survey instruments were developed to be used for field interviews: one for providers and one for the AAA funding the provider. A final group of twenty transportation projects and the relevant AAAs were selected for on-site field interviews, and the results of these interviews were tabulated and used to supplement the telephone survey findings.

Although the final list of providers selected for interview was not random, the projects were selected with the objective of representing a range of provider characteristics that were revealed over the course of the comprehensive telephone interviews. The twenty providers were selected with an eye toward determining whether providers share similar problems under varying conditions and to preserve any geographic variations that might affect operations. We were also concerned that urbanization level differences be included, and the field interviews were also expanded to include interviews with the Area Agency on Aging funding each of the providers. A list of the sites at which interviews were conducted is provided in Annex 2.

The field responses were only used to supplement the telephone survey, fewer tabulations were made and more reliance was placed on perceived problems and open-ended questions. These results are covered in the General Report (Volume I).

Table TR-8

TRANSPORTATION PROVIDER FIELD INTERVIEW SITES
BY FEDERAL REGION AND URBANIZATION LEVEL

Federal Regional Office Location	URBANIZATION LEVEL				
	I	II	III	IV	Total
I	0	1	0	1	2
II	0	1	0	0	1
III	0	1	1	1	3
IV	0	1	2	1	4
V	3	1	0	0	4
VI	0	1	1	0	2
VII	0	0	0	1	1
VIII	0	1	0	0	1
IX	1	1	0	0	2
X	0	0	0	0	0
TOTAL	4	8	4	4	20

The only federal region that was not included in the sample was Region X. However, a project in this area had been originally included but the geological events associated with the eruption of Mount St.Helens forced the cancellation of the interview and another site had to be substituted from another region.

E. Statistical Accuracy

The ability to make accurate and precise statements about the total population of transportation providers from the sample of providers interviewed is directly dependent upon the sample size and non-sampling errors.

Some non-sampling errors, those not caused by any statistical error, are due to working survey questions so that different interpretations to the same question are made by different people, obtaining a non-random sample due to some provideres being selected over others, interviewer differences in performance, accuracy of the respondents themselves and data entry. These non-sampling errors are controllable and can be kept to a minimum by careful monitoring of the survey format, data collection, and data processing.

As the size of a sample increases and approaches the size of the total population from which a sample is drawn, the accuracy of the data goes up. However, in large populations, this is not possible and, in fact, not necessary since the absolute number in the sample is most important in determining the accuracy of the data. Budgetary limits can also restrict the number of samples that can be obtained.

One approach to decreasing sampling errors and, therefore, increase precision is to stratify a sample. Stratified sampling produces more precise data for the same sample size when a heterogeneous population can be subdivided into smaller populations that are homogeneous. This was the approach taken in selecting the samples for this effort.

As a guide to evaluting the precision of the percentages in the various tables, Table TR-9 presents the relationship between the sample size and the precision of a simple random sample. A stratified random sample will have a higher precision than that shown in Table TR-9, however, because of the

small sample size, the difference will be very slight. The actual sampling procedure used and the reporting of the data did not follow rigorous stratified random sampling procedures. Data is reported as percentages of the total sample and are not weighted by substrata population, nor was the actual substrata sample population selected in this manner.

Table TR-9

RELATIONSHIP BETWEEN SAMPLE SIZE AND PRECISION IN A SIMPLE RANDOM SAMPLE AT 95 PERCENT CONFIDENCE LEVEL

Percent Giving Answer	Sample Size		
	20	60	100
2	± 6.1	± 3.5	± 2.7
5	± 9.6	± 5.5	± 4.3
10	± 13.1	± 7.6	± 5.9
20	± 17.5	± 10.1	± 7.8
50	± 21.9	± 12.7	± 9.8

In connection with the statistical reliability of the data, a final note is warranted. Retrospectively, it appears that the telephone survey represents a relatively small sample of providers. In view of how little was known about the population size, it would have been difficult to predict ex ante what an appropriate sample size should have been. Furthermore, the limitations of budget alone would have made it impossible to enlarge the sample size of sixty providers to say 300 (if, for example, a ten percent sample was to be used), or even an increase to somewhere around 100 to 120 providers in order to move out of the general spectrum of a small sample. For largely similar reasons, some of the "randomness" of the sampling had to be abandoned.

However, a review of the data from both the telephone and on-site interviews indicate that they appear representative of experiences (and problems) encountered throughout the country. As in the case of any small sample, there are sometimes substantial variations in come of the distributions, and as noted in the previous discussion, considerable care should be taken in interpretation. However, we feel that the general results are valid, and, not surprisingly, they reflect both diversity and uniformity.

A N N E X 1

TELEPHONIC
SURVEY INSTRUMENT

Revised 3/26/80

IMPROVED TRANSPORTATION SERVICES STUDY
Telephonic Survey of Transportation Providers

Provider's Name _____ ID NO. [ ][ ][ ][ ]

Street Address _____ FED. REG. [ ][ ]

City _____ State _____ ZIP [ ][ ][ ][ ][ ]

Contact Person _____ Phone ( ) _____

Title _____

A. INTERVIEW RECORD

Interviewer Initials	Call	Date	Results					* Dropped out
			no answer	busy	refused	interview incomplete	interview completed	
	Initial call							
	1st call back							
	2nd call back							
	3rd call back							
	4th call back							

* If dropped out, explain why: _____

B. INTRODUCTION

My name is _____ and I am with the Institute of Public Administration. I am calling in connection with a transportation provider survey we are conducting in order to determine how the provision of transportation services for older Americans might be improved and expanded.

To do this, we have selected a sample of rural and urban transportation providers serving older people throughout the country and representing a broad range of experience and problems. Your transportation system was selected as part of that sample, and we would like to ask you a number of questions covering your own experiences and problems.

We anticipate the questions will take about _____ of your time. Most of the questions can be answered quite easily. However, there may be some questions for which you would want some time to check the answer, and for these questions, we will arrange to call back a second time in order to complete the interview.

1. In order to save time, we mailed the survey to your project about _____ ago. We would be interested in knowing if you or someone of your staff has received it. /___/ Yes /___/ No
2. May we enlist your cooperation? /___/ Yes /___/ No
3. (If "Yes") Would you like to start now or do you prefer to set up a more convenient time within the next few days? /___/ Now /___/ Later

If Later, set up appointment: Date: _____ Time: _____

C. BACKGROUND DATA

1. How long has your agency been in existence? /__/ Less than 1 yr. /__/__/ years

2. How long has your transportation service been operating?

/__/ Less than 1 year	/__/ 3 years
/__/ 1 year	/__/ 4-5 years
/__/ 2 years	/__/ Over 5 years

3. Is your agency:

/__/ Public	/__/ Private non-profit
/__/ Private for profit	/__/ Other (specify)_____

4. Does your agency provide any services other than transportation?

/__/ Yes /__/ No

5. If yes, must clients be registered for any of these services to receive transportation?

/__/ Yes /__/ No

6. If yes, how many registered clients do you have?

/__/__/__/__/__/__/

7. How many of your registered clients actually use the transportation service?

/__/__/__/__/__/__/

8. What is the size of your staff?

	Total Staff	Drivers	Dispatchers/ Schedulers	Maintenance	Managemer
Under 5	/__/__/	/__/__/	/__/__/	/__/__/	/__/__
5 - 10	/__/__/	/__/__/	/__/__/	/__/__/	/__/__
10 - 15	/__/__/	/__/__/	/__/__/	/__/__/	/__/__
15 - 25	/__/__/	/__/__/	/__/__/	/__/__/	/__/__
25 - 35	/__/__/	/__/__/	/__/__/	/__/__/	/__/__
35 - 50	/__/__/	/__/__/	/__/__/	/__/__/	/__/__
50 +	/__/__/	/__/__/	/__/__/	/__/__/	/__/__

9. Do you use volunteers in any aspect of your transportation operations?

/__/ Yes /__/ No

10. If yes, how many?

/__/__/

11. Have you developed special training programs for transporting elderly and handicapped clients?

/__/ Yes /__/ No

). FUNDING INFORMATION

12. Which of the following sources of funds did your project use to pay for transportation in 1979? (Please indicate whether it was used for capital expenses or operating expenses.)

Source	Source: Yes	Source: No	Uses: Cap.	Uses: Opt.
Older American Act				
Title III(B)	/__/	/__/	/__/	/__/
Title III(C)	/__/	/__/	/__/	/__/
Social Security Act				
Title XIX	/__/	/__/	/__/	/__/
Title XX	/__/	/__/	/__/	/__/
UMTA Sec. 3	/__/	/__/	/__/	/__/
UMTA Sec. 5	/__/	/__/	/__/	/__/
Section 147	/__/	/__/	/__/	/__/

Source	Source: Yes	Source: No	Uses: Cap.	Uses: Opt.
UMTA Sec 16(b)(2)	/__/	/__/	/__/	/__/
UMTA Sec. 18	/__/	/__/	/__/	/__/
CETA Funds	/__/	/__/	/__/	/__/
Local, Public	/__/	/__/	/__/	/__/
Local, Private	/__/	/__/	/__/	/__/
Fares	/__/	/__/	/__/	/__/
Donations	/__/	/__/	/__/	/__/
Other, (Specify)	/__/	/__/	/__/	/__/
_____			_____	

13. Would you indicate the total size of your transportation budget in 1979 or in the latest full year of transportation operation?

/__/__/__/__/ Year $_____ Amount

14. Do you consider your present transportation budget adequate?

/__/ Yes /__/ No

15. If no, why not?_____

_____

16. Have you encountered any problems in the continuity of funding your trans portation project?

/__/ Yes /__/ No

17. If so, when and for what reasons? Year /__/__/__/__/

Reason: _____

_____

18. For your present transportation budget, are there any restrictions attached to the use of your funds?

/__/ Yes /__/ No

19. If yes, which, if any, of the following reasons describe these restrictions;

/__/ Some funds limited to capital purchases only

/__/ Some funds limited to operating expenses only

/__/ Restrictions imposed on passenger eligibility

/__/ Restrictions imposed on geographic coverage of transportation services

/__/ Other, please specify _____

/__/ No restrictions

II. SERVICE CHARACTERISTICS

A. Client Eligibility

20. Which of the following groups are eligible to use your transportation service:

/__/ Elderly

/__/ Handicapped

/__/ Low-Income

/__/ General Public

/__/ Other, Please specify:

_____

B. OPERATING CHARACTERISTICS

21. In terms of providing transportation service to users to your system which of the following methods do you use? (Check all that apply)

/__/ Directly operate and provide transportation

/__/ Purchase service from another transportation provider

/__/ Other, (please specify)_____

22. If you purchase transportation service, who is/are the provider(s)?

_____

23. Could you please estimate in terms of one-way passenger trips the percent of your service provided by each of the categories above?

_____% Directly operate and provide transportation

_____ % Purchase service from another provider

_____ % Other (as specified above)

24. In terms of the type of service, does your transportation service provide:

	Yes	No	If yes, please estimate the percentage of one-way passenger trips
• Door-to-door Dial-a-Ride	/__/	/__/	
Advance reservation required	/__/	/__/	_____%
No advance reservation	/__/	/__/	_____%
• Fixed route/fixed schedule over designated routes and stops (as in conventional bus service)	/__/	/__/	_____%
• Regularly scheduled service to specific program destinations (nutrition sites, shopping centers, sheltered workshops, etc.)	/__/	/__/	_____%
• Other, not mentioned above (specify)	/__/	/__/	_____ %
		TOTAL	100 %

25. If you provide an advance reservation dial-a-ride service, how far in advance must reservations be made?

_____hours

_____days

_____other, (specify time period) _____

26. If your vehicles have excess capacity available, do you waive the advance reservation requirements?

/__/ Yes /__/ No

27. For which of the following purposes do you provide transportation?

	Yes	No	No.one-way passenger trips (annually) Year (1979 preferred
Medical Services	/__/	/__/	/__/__/__/__/
Shopping	/__/	/__/	/__/__/__/__/
Nutrition Sites	/__/	/__/	/__/__/__/__/
Social Service facilities and agencies	/__/	/__/	/__/__/__/__/
Senior Citizen Centers	/__/	/__/	/__/__/__/__/
Special Events/Recreational travel	/__/	/__/	/__/__/__/__/
Emergency Services	/__/	/__/	/__/__/__/__/
Employment	/__/	/__/	/__/__/__/__/
Training and Educational Facilities	/__/	/__/	/__/__/__/__/
Personal Business	/__/	/__/	/__/__/__/__/
General public transportation	/__/	/__/	/__/__/__/__/
Other, specify_____	/__/	/__/	/__/__/__/__/

28. If you have established client service priorities, could you please list the three major priorities in order of decreasing priority.

1._____

2._____

3._____

29. How many unduplicated passengers do you serve per year? _____

30. What are the normal hours that your service is in operation each day? What are your peak hours of operation during the day?

	S	M	T	W	T	F	S	(Complete Later) Total Hrs/week
Normal hours of operation								
Peak hours of operation								

31. Are there other more irregular hours of service per week for the elderly?

/__/ Yes /__/ No

32. If yes, when?_____

33. Do you charge a fare for your transportation service?

/__/ Yes /__/ No

34. If yes, how much per trip? _____

35. Who sets your fare structure, if you have one?

/__/ Federal or State law or regulation

/__/ Your own organization's policy

/__/ Other, please specify _____

/__/ Don't know

36. How are your fares collected?

/__/ Farebox

/__/ Trip coupons/tokens

/__/ Other, specify _____

37 Do you accept donations?

/__/ Yes /__/ No.

38. For the most current year for which you have information available, would you please give me:

	Year	Number
o The total number of vehicle miles your vehicles traveled?	_____	_____
o Total vehicle hours	_____	_____
o Total route miles	_____	_____
o Average trip length	_____	_____

C. SCHEDULING AND DISPATCHING

39. Is your transportation service dispatched from one location?

/__/ Yes /__/ No

40. If no, how many dispatch centers do you have? _____

D. VEHICLE CHARACTERISTICS

41. In the spaces provided below, could you please provide information on the types of vehicles used in your transportation operation, the total number of vehicles, their average seating capacity, average age, average cost, and the type of special equipment they have?

Vehicle Type	Number	Avg. Seating Capacity	Avg. Age	Avg. Cost	Number of			
					Lifts	Ramps	2-Way Radios	Other
Sedan (5-Pass.)								
Station Wagon								
Van(8-12 Pass.)								
Small Bus (25 Pass.)								
Large Bus (25+ Pass.)								
School Bus								
TOTAL								

42. How many of the vehicles listed above are actually available for service and on the road at any one time? _____

43. Who owns the vehicles you use to provide service?

	Vehicle Procurement	Number of Vehicles
/__/	Owned by your agency	_____
/__/	Rented or leased	_____
/__/	Owned by staff	_____
/__/	Owned by volunteers	_____
/__/	Don't provide service directly (i.e., purchase service)	_____
/__/	Other, please specify	_____

_____

44. How do you set the specifications for your vehicles?

/__/ State sets

/__/ From manufacturers

/__/ Your own agency sets

/__/ Local dealer sets

/__/ Ask other projects

/__/ Other, specify:_____

E. MAINTENANCE EXPERIENCE

45. Is maintenance provided by:

/__/ Your own agency

/__/ Local government garages

/__/ Local garages

/__/ Other, specify:_____

46. How many days per month are your vehicles out of service (in the following categories)?

Vans_____ Small buses_____

Sedans_____ Large buses_____

Station Wagons_____ School buses_____

47. Are your vehicles maintained at regular intervals?

/__/ Yes /__/ No

48. If yes, how often? Every _____miles

49. How much do your spend for maintenance and repairs during the year for which latest records are available?

_____Year $_____ (Dollars)

III. COST INFORMATION

A. GENERAL COST INFORMATION

50a. What were your project's total transportation costs for FY '79? (include cost of purchasing service, if any)

$_____Total Operating Costs.

50b. Does this include volunteers' time and other contributions?

/__/ Yes /__/ No

51. Do your funding sources restrict your options to coordinate services or share costs with other transportation providers?

/__/ Yes /__/ No

52. If yes, could you specify the restriction?_____

_____

B. INSURANCE COSTS

53. Do you presently have any problems obtaining insurance?

/__/ Yes /__/ No

If yes, what?_____

_____

54. By whom are you insured?

/__/ Private Carrier

/__/ Self-insured

/__/ Unit of Government

/__/ Other, please specify:_____

55. If a unit of government insures your transportation project, could you please specify whether the policy is held with:

/__/ State government

/__/ County government

/__/ Local government

/__/ Other, please specify:_____

56. What is the cost of your total annual premium?

$_____ 1979

$_____ 1980

57. Which of the following types of insurance coverage does your agency have on your paid drivers, and at what yearly cost?

	Type	Coverage	Annual Premium
/__/	Public Liability	$_____	$_____
/__/	Second & third party property damage (repair or replace property other than agency-owned property)	$_____	$_____
/__/	Collision (repair or replace agency-owned property)	$_____	$_____
/__/	Other, please specify: _____	$_____	$_____

58. Does your agency have special insurance for volunteers?

/__/ Yes /__/ No

59. If yes, what is the cost of your total annual premium for volunteers?

$_____ 1979

$_____ 1980

60. Have you ever had your insurance policy cancelled?

/__/ Yes /__/ No

61. If yes, why?_____

_____

IV. MONITORING AND EVALUATION

62. Do you require daily dispatcher reports?

/__/ Yes /__/ No

63. Do you require daily driver logs?

/__/ Yes /__/ No

64. Do you prepare transportation operating reports for management control?

/__/ Yes /__/ No

65. If yes, how frequently do you prepare them? _____

_____

66. If you use more than one funding source, do they require different accountability reports?

/__/ Yes /__/ No

67. If yes, how many accountability reports do you have to prepare?

/__/ 1

/__/ 1 - 3

/__/ 3 - 5

/__/ More than 5

68. Do you receive any feedback on the accountability information you report?

/__/ Yes /__/ No

69. Have you ever received technical assistance to improve any aspect of your transportation operation? (training, planning, operations, etc.)

/__/ Yes /__/ No

70. If yes, from whom?_____

F. LABOR/REGULATORY/FRANCHISE PROBLEMS

71. Are your drivers unionized?

/__/ Yes /__/ No

72. Have you ever had any labor problems?

/__/ Yes /__/ No

73. If yes, could you explain?_____

_____

74. Have you had any franchise conflicts with local taxi operators?

/__/ yes /__/ No

75. Have there been franchise conflicts with other transportation providers in your area?

/__/ Yes /__/ No

76. Are you presently coordinating your transportation operation with other providers in your area?

/__/ Yes /__/ No

77. If yes, how?

/__/ Joint information exchange

/__/ Centralized dispatching

/__/ Centralized equipment maintenance

/__/ Bulk purchasing: parts, oil, fuel, etc.

/__/ Brokerage functions

/__/ Shared fixed/administrative costs (office space, utilities, taxes, etc.)

/__/ Uniform cost accounts

/__/ Other (Specify):_____ _____

78. Were you required to coordinate your transportation services?

/__/ Yes /__/ No

79. If yes, by whom?_____

80. Are any aspects of your transportation service linked to those of the public transit authority in your area?

/__/ Yes /__/ No

81. How? (check all that apply)

/__/ As a feeder service to public transit

/__/ As an interim service to meet Section 504 requirements

/__/ As additional service in outlying areas

/__/ In order to receive transit management expertise

/__/ Other (specify)_____

82. Are you satisfied with present coordination efforts?

/__/ Yes /__/ No If no, why not _____

_____

VI. MARKETING AND OUTREACH

83. Do you present have a marketing or public information program for your transportation service?

/__/ Yes /__/ No

84. If so what media do you use? (check all that apply)

/__/ Brochures and other literature

/__/ Television

/__/ Radio

/__/ Newspapers

/__/ Social service agency representative to publicize service

/__/ Information and Reference

/__/ Billboards

/__/ Other promotional actitivities (specify)_____

_____

VII. OTHER PROBLEM AREAS

A. ENERGY

85. Have any changes (other than costs) occurred in your transportation project as a result of increasing fuel prices?

/__/ Yes /__/ No

86. If yes, were these changes related to:

/__/ The number of trips provided

/__/ The types of trips allowed

/__/ The type of client allowed

/__/ The number of clients served

/__/ Other changes (please specify)_____

_____

87. Did you have any special problems with the fuel shortage in last summer's (1979) "gasoline crises"?

/__/ Yes /__/ No

88. If yes, what were they?_____

_____

89. Were any trips eliminated, and if so, which ones?_____

_____

90. If your transportation service utilizes volunteers, did the fuel crisis impact the willingness of volunteers to provide service to the elderly and handicapped?

/__/ Yes /__/ No

91. Have you been given a special fuel entitlement by State or local government in case of future gasoline shortfalls?

/__/ Yes /__/ No

92. Have you developed a service contingency plan to accommodate any gasoline shortages that may develop?

/__/ Yes /__/ No

B. IMPACT OF SECTION 504 OF THE REHABILITATION ACT OF 1973

93. Are you acquainted with the requirements of Section 504 as it pertains to transit?

/__/ Yes /__/ No

94. If yes, are you involved in transition planning for implementation of Section 504?

/__/ Yes /__/ No

95. If yes, is your service expected to be part of the interim accessible mode?

/__/ Yes /__/ No

96. Are there any other specialized transportation providers in your area expected to provide interim accessible service?

/__/ Yes /__/ No

C. LINKAGES TO THE AREA AGENCY ON AGING

97. In terms of your Area Agency on Aging:

a. How often do you have contact?_____

b. For what purpose?_____

98. What type of assistance do you receive from either the State Agency on Aging or the Area Agency on Aging in the following areas? Check all that apply).

State	AAA	
/__/	/__/	Technical assistance
/__/	/__/	Funding/budgeting
/__/	/__/	Staffing
/__/	/__/	Operating the service
/__/	/__/	Vehicle specifications
/__/	/__/	Coordinating with other social service agencies
/__/	/__/	Administrative matters (advertising, insurance, etc.)
/__/	/__/	Other assistance (specify)_____

_____

99. Do you provide transportation for Area Agency on Aging for clients of its funded projects?

/__/ Yes /__/ No

D. GENERAL

100. Are there any special transportation problems that you consider serious and that we have not discussed. If so, what?

_____

_____

_____

AT THE COMPLETION OF THE INTERVIEW

We intend to research in more detail a number of important issues that are identified from these telephone survey. For selected sites, we anticipate visiting the site for, perhaps, two or three days. Would your project be willing to permit us to conduct such a field interview?

101. /__/ Yes /__/ No

102. If no, why not?_____

_____

ANNEX 2

TELEPHONE SURVEY PROVIDER SAMPLE

TELEPHONE SURVEY OF 60 TRANSPORTATION PROVIDERS, BY STATE

ALABAMA

Walker County Commission, City of Cordoba
Jasper, Alabama

City of Uniontown
Uniontown, Alabama

CALIFORNIA

Aging Division, Community Development Department/Golden Medi Transportation
Los Angeles, California

Los Conviejo, Sacramento Concelis Program
Sacramento, California

* San Francisco City & County AAA, Cannon Kip Community Center
San Francisco, California

Smooth
Santa Maria, California

COLORADO

Cahone Recreation Hall
Cahone, Colorado

FLORIDA

* Coordinated Transport for the Elderly
St. Petersburg

GEORGIA

* Tift County
Tifton, Georgia

IDAHO

Bananna Belt Senior Center
Lewiston, Idaho

ILLINOIS

Proviso Council on Aging
Bellwood, Illinois

Clinton County Project for Older Adults
Carlyle, Illinois

INDIANA

Audiences Unlimited
Fort Wayne, Indiana

Blackford County Services
Hartford City, Indiana

* Represent Providers which were also included in field interview sample

ILLINOIS (continued)

* Transportation Program for the Mobility Limited
Chicago

Senior Citizens of Schaumberg Township, Inc.
Hoffman Estates

KENTUCKY

* Christian County Senior Citizens Center
Hopkinsville

Rowan County Senior Citizens Organization
Morehead

LOUISIANA

Ascension Council on Aging
Donaldsonville

MASSACHUSETTS

* Federated Dorchester Neighborhood Houses, Inc.
Dorchester

Cape Cod Regional Transportation Authority
West Barnstable

MARYLAND

* Transportation Module
Rockville

MICHIGAN

* Ann Arbor Transportation Authority
Ypsilanti

MINNESOTA

Salvation Army Hennepin - Anoka Counties Congregate Dining Project
Minneapolis

Hubbard Senior Transportation
Park Rapids

* St. Paul Area Chapter, American Red Cross Program Ramsey County & Transportation Coordination
St. Paul

MISSOURI

* OATS
Columbia

Mid-America Regional Council, Jewish Federation
Kansas City

MISSISSIPPI

City of Grenada
Grenada

NORTH CAROLINA

High Point Council on Aging
High Point

NEW JERSEY

* Bergen County Board of Transportation
Hackensack

Somerset County Office on Aging
Somerville

NEW YORK

Orange County Office for the Aging
Cornwall

Ulster County Office for the Aging
Kingston

Canaan Senior Service Center
New York City

Middletown Plaza Senior Citizen Center
New York City

West Harlem Coalition:Wilson Major Morris Community Center
New York City

Woodside Senior Assistance Center
New York City

NEW MEXICO

* Eastern Valencia County
Los Lunas

OHIO

* Cincinnati Council on Aging, Claremont Area Rural Transportation
Batavia

Shaker Heights Luncheon Social
Cleveland

OHIO (continued)

Lawrence County Council on Aging
Coal Grove

WSOS Community Action Committee
Fremont

Medina County Office for Older Adults
Medina

OKLAHOMA

Pontaton County Information,Referral, & Transportation Center
Ada

OREGON

County Aging Program
Hillsboro

Special Mobilities Service, Inc.
Portland

PENNSYLVANIA

Wayne/Pike AAA
Honesdale

* United Services Agency
Wilkes Barre

SOUTH CAROLINA

* Richmond Lexington COA
Columbia

TENNESSEE

Metropolitan Interfaith Association
Shelby

TEXAS

Metrolift Paratransit Brokerage System
Houston

Concho Valley COG AAA
San Angelo

* Supportive Services for the Elderly
San Antonio

UTAH

* Salt Lake - Tooele Area AAA, Service Care of Utah, Inc.
Salt Lake City

VERMONT

* Southeastern Vermont AAA
Brattleboro

WASHINGTON

Skamania County Senior Services
Stevenson

WISCONSIN

Bayfield County Board of Supervisors
Washburn

WEST VIRGINIA

* Mountain Transit Authority
Summersville

Monroe Mobile, Inc.
Union

A N N E X 3

TELEPHONE SURVEY OUTPUTS

Table 1

IMPROVED TRANSPORTATION SERVICES STUDY

Transportation Provider Sample
by Level of Urbanization

1980

Level of Urbanization	Transportation Providers	
	Number	Percent
Metropolitan	13	21.7
Urban	16	26.7
Urban/Rural Mix	16	26.6
Rural	15	25.0
TOTAL	60	100.0

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980.

Table 2

IMPROVED TRANSPORTATION SERVICES STUDY

Transportation Provider Sample
by Federal Region

1980

Federal Region	Transportation Providers	
	Number	Percent
1	3	5.0
2	8	13.3
3	5	8.3
4	10	16.7
5	16	26.7
6	6	10.0
7	2	3.3
8	3	5.0
9	4	6.7
10	3	5.0
TOTAL	60	100.0

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980.

Table 3

IMPROVED TRANSPORTATION SERVICES STUDY

Age of Agency or Organization Providing Transportation Services

1980

Age	Number	Percent
1 year or less	4	6.7
2 - 4 years	5	8.3
5 - 7 years	29	48.3
8 - 10 years	12	20.0
11 - 15 years	4	6.7
Over 15 years	6	10.0
TOTAL	60	100.0

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980.

Table 4

IMPROVED TRANSPORTATION SERVICES STUDY

Period of Time for Which Organization Has Been Providing Services

1980

Period (Years)	Number	Percent
Less Than 1 Year	1	1.7
1	1	1.7
2	3	5.0
3	4	6.7
4	9	15.0
5	13	21.7
Over 6 Years	29	48.2
TOTAL	60	100.0

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980.

Table 5

IMPROVED TRANSPORTATION SERVICES STUDY

Type of Agency Providing Service

1980

Agency	Number	Percent
Public	23	38.3
Private - Non-Profit	32	53.3
Private - For Profit	3	5.0
Other	2	3.4
TOTAL	60	100.0

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980.

Table 6

IMPROVED TRANSPORTATION SERVICES STUDY

Selected Agency Service Characteristics

1980

Characteristics	NO		YES	
	Number	Percent	Number	Percent
1. Provides Service Other Than Transportation	15	25	45	75
2. Clients Must Be Registered	50	83	10	17
3. Uses Volunteers	32	53	28	47
4. Developed In-House Special Training Programs for Transportation	21	35	39	65

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980.

Table 7

IMPROVED TRANSPORTATION SERVICES STUDY

Size of Staff and Selected Staff Characteristics

1980

Size of Staff	Total Staff		Number of Agency Respondents for Each Staff Size Interval for									
			D R I V E R S		Dispatchers/ Schedulers		Maintenance		Management		Volunteers	
Class Intervals	No. Agencies	%	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Under 5	15	25.0	26[a/]	43.3	54[b/]	90.0	57[c/]	95.0	53[d/]	88.2	42[e/]	70.0
5 to 10	15	25.0	11	18.3	6	10.0	2	3.3	4	6.7	4	6.6
10 to 15	5	8.3	6	10.0	0	0.0	0	0.0	1	1.7	1	1.7
15 to 25	8	13.3	2	3.3	0	0.0	0	0.0	1	1.7	4	6.6
25 to 35	5	8.3	10	16.7	0	0.0	1	1.7	1	1.7	2	3.3
35 to 50	8	13.3	1	1.7	0	0.0	0	0.0	0	0.0	2	3.3
50 or Over	4	6.8	4	6.7	0	0.0	0	0.0	0	0.0	5	8.5
TOTAL	60	100.0	60	100.0	60	100.0	60	100.0	60	100.0	60	100.0

a/ Includes four projects for which no drivers were reported.

b/ Includes nineteen projects for which no dispatchers were reported.

c/ Includes fifty projects for which no maintenance staff was reported.

d/ Includes nine projects for which no management staff was reported.

e/ Includes thirty projects for which no use of volunteers was reported.

SOURCE: ~~Institute of Public Administration,~~ Special Telephonic Survey of Sixty Transportation Providers, March 1980.

Table 7A

IMPROVED TRANSPORTATION SERVICES STUDY

Size of Staff by Level of Urbanization

1980

Size of Staff	Total All Providers		By Urbanization Level (Percent)							
			Metro (I)		Urban (II)		Urban/Rural (III)		Rural (IV)	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Under 5	15	25.0	5	38.4	0	0	5	31.2	5	33.3
5 to 10	15	25.0	4	30.8	4	25.0	2	12.5	5	33.3
10 to 15	5	8.3	0	0	5	31.1	0	0	0	0
15 to 25	8	13.3	0	0	2	12.5	3	18.8	3	20.0
25 to 35	5	8.3	1	7.7	1	6.3	2	12.5	1	6.7
35 to 50	8	13.3	1	7.7	3	18.8	4	25.0	0	0
50 or over	4	6.5	2	15.4	1	6.3	0	0	1	6.7
TOTAL	60	100.0	13	100.0	16	100.0	16	100.0	15	100.0

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980.

Table 8

IMPROVED TRANSPORTATION SERVICES STUDY

Sources and Uses of Funds for Providing Transportation Services for Older Americans

1979 Sources and Uses

Funding Uses / Funding Sources	Uses of Funding Received by Transportation Providers from Specified Sources: Capital Only		Operating Only		Capital & Operating		Agencies Using Indicated Funding Source	
	Number of Providers	Providers as a Percent of All Providers Using the Specified Funding Source	Number of Providers	Providers as a Percent of All Providers Using the Specified Funding Source	Number of Providers	Providers as a Percent of All Providers Using the Specified Funding Source	Number	Percent of All (60) Agencies
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1. Older Americans Act		(1)/(7)		(3)/(7)		(5)/(7)		
a. Title III(B)	2	4.5	34	7.2	8	18.3	44	72
b. Title III(C)	1	3.4	23	79.4	5	17.2	29	48
2. Social Security Act								
a. Title XIX	1	25.0	3	75.0	0	0	4	7
b. Title XX	0	0	8	80.0	2	20.0	10	17
3. UMT Act								
a. Section 3	2	100.0	0	33.3	0	0	2	5
b. Section 5	0	0	1	50.0	1	50.0	2	2
c. Section 16(b)(2)	16	100.0	0	6.3	0	6.3	16	27
4. Surface Transportation Act								
a. Section 18	1	25.0	3	75.0	0	0	4	7
5. Federal Highway Act								
a. Section 147	1	33.3	1	33.3	1	33.3	3	5
6. CETA	0	0	19	86.4	3	13.6	22	37
7. Local								
a. Public	4	10.2	23	59.0	12	30.8	39	65
b. Private	1	6.3	7	43.7	8	50.0	16	27
8. Fares	0	0	2	20.0	8	80.0	10	17
9. Donations	0	0	12	41.4	17	58.6	29	48
10. Other	0	0	5	55.6	4	44.4	9	15
TOTAL RESPONSES	27	---	142	---	70	---	229	---

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980.

Table 8A

Funding Sources by Urbanization Level

Urbanization Level	I	II	III	IV	TOTAL
Source:					
Title IIIB	9	9	14	11	43
Title IIIC	8	7	8	8	31
Title XIX	1	3	1	0	5
Title XX	1	1	7	2	11
Section 3	0	1	1	0	2
Section 5	2	0	1	0	3
Section 18	0	2	1	0	3
Section 16(b)(2)	2	4	6	4	16
147	0	1	1	0	2
CETA	2	9	9	3	23
Local Public	7	11	13	10	41
Local Private	2	4	6	6	18
Fares	6	2	1	2	11
Donations	7	6	10	5	28
Other	2	0	4	4	10
Total # of TPs	14	15	17	14	60
Percentage*	23.3	25.0	28.4	23.3	100.0

*Percentages rounded to total 100%

Table 9

IMPROVED TRANSPORTATION SERVICES STUDY

Transportation Budgets Distributed by Size of Budget

1979 Budgets [a]

Budget Size (in thousand dollars)	Transportation Providers in Budget Class	
	Number of Providers	Percent of Total
Under 10	5	9.1
10 to 20	5	9.1
20 to 35	7	12.7
35 to 50	4	7.3
50 to 75	5	9.1
75 to 100	6	10.9
100 to 150	8	14.5
150 to 200	1	1.8
200 to 300	4	7.3
300 to 400	4	7.3
Over 400	6	10.9
TOTAL	55[b]	100.0

Mean Budget	$274.5 thousand
Median Budget	81.3 thousand

a/ Includes 2 projects for which only 1980 budgets were reported.

b/ Excludes 5 projects for which no budget size was reported.

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980.

Table 9B

Budget By Urbanization

Urbanization Level	I	II	III	IV	TOTAL
Total Budgets:					
Less than $25,000	4	1	2	4	11
$25,000 to $100,000	4	4	7	5	20
$100,000 to $250,000	2	6	3	0	11
$250,000 to $1,000,000	2	4	3	2	11
More than $1,000,000	1	0	0	1	2
TOTALS	55	13	15	15	12
MEDIAN	87,000	72,000	162,500	84,000	55,000

Table 10

IMPROVED TRANSPORTATION SERVICES STUDY

Selected Budget Problem Areas
Identified by Transportation Providers

1980

A. Identified Budget Problems

Budget Problem Area	Respondent's View			
	Y E S		N O	
	Number	Percent	Number	Percent
1. Is transportation budget adequate?	19	31.7	41	68.3
2. Have you experienced funding continuity problems?	23	38.3	37	61.7
3. Any restrictions on use of funds?	50	83.3	10	16.7

A.1 Inadequacy of Budgets

Reasons Given	Number of Responses for Each Reason	
	Number	Percent
1. Cannot meet needs with present budget	10	26.3
2. Need more funds	8	21.1
3. Increased Costs:	11	28.9
a. Inflation	(5)	--
b. Gas Prices Up	(5)	--
c. Cost of 504 Regulations	(1)	--
4. Need More Staff	5	13.2
5. Need More Vehicles	2	5.3
6. "Match" Problem	1	2.6
7. Other	1	2.6
TOTAL	38	100.0
No Response	3	---

Table 10 (Continued)

A.2. Problems of Budget Continuity

Problem Identified	Number of Responses for Each Problem Area	
	Number	Percent
1. Obtaining Local Match	7	38.9
2. Lack of Local Support (Other than money)	2	11.1
3. Budget Cuts and Reduced Funding	5	27.8
a. Fewer funds available	(2)	
b. Annual budget cut	(1)	
c. Lost Section 5	(1)	
d. Lost Section 18	(1)	
4. Lack of long-range Planning	2	11.1
5. Other	2	11.1
Total Responses	18	100.00
No Response	19	---

A.3. Restriction on Use of Funds

Type of Restriction	Times Restriction Requestion by Transport Agency	
	Number	Percent of Total Report-Reporting Restriction (50)
1. Funds limited to capital purchases	17	34.0
2. Funds limited to operating expenses	34	68.0
3. Restrictions on passenger eligibility	32	64.0
4. Restrictions on geographic coverage of service	25	50.0
5. Trip purpose restriction	1	2
6. Other	1	2

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980.

Table 11

IMPROVED TRANSPORTATION SERVICES STUDY

Eligible Clients Served

1980

Client Groups	Total Providers Responding	Number Reporting Specified Client Group Served	Group Served as Percent of Total Responding
1. Elderly	60	58	96.7
2. Handicapped	60	42	70.0
3. Low-Income	60	18	30.0
4. General Public	60	8	13.3
5. Other	60	3	5.0

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980.

Table 12

IMPROVED TRANSPORTATION SERVICES STUDY

Transportation Provider Operating Methods

1980

Method of Operation	Number of Providers			Number of Providers Using Specified Method by Estimated Percent of One-Way Trips					
	Total	Using Method	Not Using	0%Trips	1 to 30%	30 to 60%	60 to 80%	80 to 100%	100% of trips
1. Directly Operate Service	60	55	5	5	2	0	2	6	45
2. Purchase Service	60	14	46	46	7	1	-	-	5
3. Other	60	0	0	60	0	0	-	-	0

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980

Table 13

IMPROVED TRANSPORTATION SERVICES STUDY

Transportation Provider by Type of Service Provided

1980

Service Category	Number of Providers Responding	Transportation Providers Using Service Category		Number of Providers Reporting Estimate of Percentage of One-Way Trips Served by Specified Service Types				
		No. of Providers	As % of Total	1-30%	30-60%	60-80%	80-100%	100%
1. Door-to-Door	60	48	80.0	14	8	2	6	18
2. Fixed Route & Schedule	60	16	26.7	4	2	3	4	3
3. Regularly Scheduled (Subscription)	60	19	31.7	3	2	5	6	3
4. Other, Special Feature	60	2	3.3	0	0	0	0	2

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980.

Table 14

IMPROVED TRANSPORTATION SERVICES STUDY

Reported Trip Priorities

1980

Trip Purpose	Providers Listing Indicated Priority for Specified Trips								
	First Priority		Second Priority		Third Priority		Priority By Rank		
	No.	%	No.	%	No.	%	1	2	3
Medical	28	46.6	7	11.7	4	6.7	1	4	5
Nutrition	10	16.7	14	23.3	5	8.2	3	2	4
Personal Business	17	28.3	19	31.6	30	50.0	2	1	1
Shopping	3	5.0	10	16.7	7	11.7	4	3	2
Social Service Facility/Agency	1	1.7	6	10.0	6	10.0	5	5	3
Senior Citizen Center	0	-	2	3.3	3	5.0	-	6	6
Employment	1	1.7	1	1.7	0	-	5	7	-
Training/Education	0	-	1	1.7	1	1.7	-	7	7
Special Events/Recreation	0	-	0	-	4	6.7	-	-	5
Emergency	0	-	0	-	0	-	-	-	-
Total Providers Reporting	60	100.0	60	100.0	60	100.0	-	-	-
Personal Business plus shopping	20	33.3	29	48.3	37	61.7	2	1	1

SOURCE; Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980.

Table 15

Improved Transportation Services Study

Number of Unduplicated Passengers Served Per Year

Interval (Undupl. pax/yr)	Number of Responding Providers	Percentage		Percentage*	
		f.	c.f.	f.	c.f.
Under 500	12	20.0	20.0	31.7	31.7
500 - 999	10	16.7	36.7	26.3	58.0
1,000 - 1,999	2	3.3	40.0	5.2	63.2
2,000 - 3,999	3	5.0	45.0	7.9	71.1
4,000 - 5,999	3	5.0	50.0	7.9	79.0
6,000 - 9,999	3	5.0	55.0	7.9	86.9
10,000 - 14,999	3	5.0	60.0	7.9	94.8
15,000 or over	2	3.3	63.3	5.2	100.0
No Response	22	36.7	100.0		
TOTAL	60	100.0	--	38.0	100.0

SOURCE: Institute of Public Administration Special Telephonic Survey of Sixty Transportation Providers, March 1980

* Excluding 22 non-responses

Table 16

IMPROVED TRANSPORTATION SERVICES STUDY

Hours and Days of Service

1980

Hours of Operation	DAYS						
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
0	56	3	2	2	2	2	56
1 to 5	2	1	1	2	1	2	1
5 to 8	1	5	5	5	5	5	1
8 to 9	0	36	37	37	38	37	0
10 to 12	1	7	7	6	6	6	2
Over 12	0	8	8	8	8	8	0
TOTAL	60	60	60	60	60	60	60

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980.

Table 16A

IMPROVED TRANSPORTATION SERVICES STUDY

Typical Weekday Service Periods
By Level of Urbanization

1980

Normal Time for Service Provision	Number of Providers Responding	Percent	Percentage Distribution by Urbanization Level			
			Metro (13)	Urban (16)	Urban/ Rural (15)	Rural (15)
8:00 a.m. - 5:00 p.m.	43	72.9	61.5	56.3	93.3	80.0
6:00 a.m. - 6:00 p.m.	7	11.9	15.4	18.7	0	13.3
6:00 p.m. -11:00p.m.	8	13.5	23.1	18.7	6.7	6.7
All others	1	1.7	0	6.3	0	0
TOTAL	59	100.0	100.0	100.0	100.0	100.0

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980.

Table 16B

IMPROVED TRANSPORTATION SERVICES STUDY

Typical Weekday Peak Periods

1980

Period of Operating Peaks	Number of Providers Responding	Percent
1. Bimodal or Full Day		
7:00 a.m. - 12:00 noon / 2:00 p.m. -5:00 p.m.	16[a]	27.1
7:00 a.m. - 9:00 a.m. / 4:00 p.m. -6:00 p.m.	3	5.1
9:00 a.m. - 5:00 p.m. / All day	4[b]	
2. Point of Day Only		
8:00 a.m. -12:00 Noon	6[c]	10.2
8:00 a.m. - 2:00 p.m.	4[d]	6.8
11:00 a.m. -2:00 p.m.	18[e]	30.5
3. Peak Not Known	8[f]	13.5
Total	59	100.0

a/ Two of the projects operated within slightly varied times but with the same approximate band of operations.

b/ Includes project with start-up at 8:30 a.m. and close at 4:00 -5:00 p.m.

c/ Includes one project operating from 9:00 a.m. - 12:00 Noon; one from 9:00 a.m. -11:00 a.m.

d/ Includes one project that operates from 9:00 a.m. - 3:00 p.m.

e/ Includes one project operating with a start-up at 10:00 a.m. and close at 2:00 p.m.; one operating from 10:30 a.m. - 3:00 p.m.; and one project that operates from 11:00 a.m. - 3:00 p.m.

f/ All eight cases where peak was not known were in rural areas.

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980.

Table 16C

IMPROVED TRANSPORTATION SERVICES STUDY

Special Service Hours - Irregularly Provided

1980

Period of Irregular Service	Providers Responding		Percentage Distribution by Urbanization Level			
	No.	%	Metro (6)	Urban (9)	Urban/Rural (8)	Rural (5)
Weekend & Evenings	13	44.8	66.6	33.3	22.2	80.0
Special Events & Recreation	9	31.0	16.7	44.4	44.4	--
Selected Evenings During week	1	3.4	16.7	--	--	--
Emergencies	3	10.4	--	--	33.3	--
Didn't Know	3	10.4	--	22.3	--	20.0
Total Responses	29	100.0	100.0	100.0	100.0	100.0

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980.

Table 17

IMPROVED TRANSPORTATION SERVICES STUDY

Transportation Provider Fare Characteristics

1980

A. Fare Charged?

Charge Fares	Number	Percent
Yes	12	20.0
No	48	80.0
TOTAL	60	100.0

B. Amount of Fare Charged

Fare Intervals (in cents)	Number of Providers	Percent Distribution
1 to 10	1	8.3
10 to 20	3	25.0
20 to 30	2	16.7
30 to 40	1	8.3
40 to 60	2	16.7
60 or over	3	25.0
TOTAL	12	100.0

C. Agency Setting Fare

Agency Setting Fare	Number of Providers	Percent
1. Federal or State Statute and/or Regulation	6	50.0
2. Provider's Own Organization	4	33.3
3. Other Method	2	16.7
TOTAL	12	100.0

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980

Table 18

IMPROVED TRANSPORTATION SERVICES STUDY

Selected Operating Characteristics

1980

A. Annual Vehicle Miles

Vehicle Miles	Number of Providers	Percent
No Response	12	20.0
Less than 5,000	1	1.7
5,000 - 9,999	5	8.3
10,000 - 19,999	8	13.4
20,000 - 49,999	5	8.3
50,000 - 99,999	8	13.3
100,000 - 199,999	7	11.7
200,000 - 299,000	5	8.3
300,000 - 499,000	1	1.7
500,000 - 999,000	5	8.3
Over 1 million	3	5.0
TOTAL	60	100.0
Median (48 Resp.)	81,000 miles	
Mean (47 Resp.)	190,000 miles	

B. Trip Lengths

Trip Length (miles)	Number of Providers	Percent
No Response	20	33.4
1 to 2	4	6.7
2 to 3	4	6.7
3 to 4	5	8.3
4 to 6	6	10.0
6 to 8	3	5.0
8 to 10	2	3.3
10 to 15	5	8.3
15 to 20	2	3.3
20 to 30	2	3.3
Over 30	7	11.7
TOTAL	60	100.0
Median (40 resp.)	6.7 miles	
Mean (40 resp.)	9.1 miles	

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980

Table 18C

Vehicle Miles By Urbanization

Urbanization Level	I	II	III	IV	TOTAL
Total Vehicle Miles: Less than 10,000	3	1	0	2	6
10,000 to 100,000	6	4	7	6	23
100,000 to 1,000,000	3	8	4	3	18
1,000,000 or more	0	0	2	1	3
Missing Cases	2	2	5	2	11
TOTAL	14	15	18	14	61

Table 19

IMPROVED TRANSPORTATION SERVICES STUDY

Dispatching Characteristics

1980

A. Use of Central Disptaching

Central Dispatch	Number	Percent
No	14	23.3
Yes	46	76.7
TOTAL	60	100.0

B. Number of Dispatch Centers Where Not Centralized

Number of Dispatch Centers Used	Projects Responding	
	Number	Percent
2 to 3	6	42.9
3 to 4	2	14.3
4 to 6	1	7.1
6 to 8	2	14.3
8 to 10	2	14.3
Over 10	1	7.1
TOTAL	14	100.0

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980.

Table 20

IMPROVED TRANSPORTATION SERVICES STUDY

Vehicle Fleet Characteristics

1980

A. Vehicle Categories by Fleet Size

Vehicle Category	Number of Providers 0	Number of Vehicles Reported for Each Vehicle Category					
		1 to 5	5 to 10	10 to 20	20 to 30	30 or More	Total Projects
Sedans	49	7	2	1	0	1	11
Station Wagons	46	12	1	0	1	0	14
Vans (8 - 12 pax)	6	28	12	6	5	3	54
Small Bus (25 pax)	52	5	2	1	0	0	8
Lge. Bus (25+ pax)	53	6	0	0	0	1	7
School Bus	60	0	0	0	0	0	0

B. Number of Vehicles, Seating Capacity, and Accessibility

Vehicle Category	Vehicles		Estimated % of Vehicles w/ Average Seating Capacity of						Number of Vehicles Equipped with			
									Lifts		Ramps	
	No.	%	Less Than 8	8 to 12	12 to 16	16 to 25	25 or Over	Total %	No.	% of Fleet	No.	% of Fleet
Sedans	68	9.3	100	0	0	0	0	100	0	0	0	0
Station Wagons	45	6.1	86	14	0	0	0	100	0	0	0	0
Vans (8-12 pax)	532	72.5	2	30	67	1	0	100	137	26	74	14
Small Bus (25 pax)	39	5.3	0	0	25	63	12	100	5	13	0	0
Lge. Bus (25+ pax)	50	6.8	0	0	0	0	100	100	7	14	0	0
School Bus	0	0	0	0	0	0	0	0	0	0	0	0
Total	734	100.0							149	20	74	10

Table 20 (Continued)

IMPROVED TRANSPORTATION SERVICES STUDY

Vehicle Fleet Characteristics

C. Age of Fleet by Vehicle Category

Vehicle Category	Est. Vehicle Number	Estimated Percent Distribution of Reported Average Fleet Age (%)								
		2 years	2 to 3	3 to 4	4 to 5	5 to 7	7 to 10	10 to 15	Over 15	Total
Sedans	68	12	12	40	12	12	12	0	0	100
Station Wagons	45	14	22	7	29	14	14	0	0	100
Vans (8 - 12)	532	10	25	32	20	4	0	0	0	100
Small Bus (25 pax)	39	14	0	14	14	30	14	14	0	100
Lge. Bus (25+ pax)	50	0	0	60	0	0	0	20	20	100
School Bus	0	0	0	0	0	0	0	0	0	0
TOTAL	734									

D. Vehicle Costs by Vehicle Category

Vehicle Category	Distribution of Providers by Average Vehicle Cost Reported						Total Projects Reporting
	Under 10	10 to 15	15 to 20	20 to 30	30 to 50	50 to 100	
Sedans	4	0	0	0	0	0	4
Station Wagon	9	0	0	0	0	0	9
Vans	26	13	3	0	0	0	42
Small Bus (25 pax)	2	2	0	1	1	1	7
Lge. Bus (25+ pax)	0	0	1	0	0	0	1
School Bus	0	0	0	0	0	0	0

Table 20 (Continued)

IMPROVED TRANSPORTATION SERVICES STUDY

Vehicle Fleet Characteristics

E. Ownership and Procurement Characteristics

Ownership/Procurement	Number of Providers Reporting	Number of Vehicles	Percent
Owned by Agency	47	579	81.8
Rented or leased	9	28	3.9
Owned by Staff	0	0	0
Owned by Volunteers	2	45	6.3
Purchase Service Only	2	6	0.9
Other	11	50	7.1
Sub Total	--	708	100.0

F. Vehicle Specification Procedures

Agency Setting Vehicle "Specs"	Number of Providers Reporting	Percent
State	16	26.7
Manufacturers	3	5.0
Own Agency	30	50.0
Local Dealer	0	0
Ask Other Projects	10	16.7
Other	1	1.6
Total	60	100.0

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980.

Table 21

IMPROVED TRANSPORTATION SERVICES STUDY

Maintenance Practices and Procedures

1980

A. Maintenance Organization

Source of Maintenance	Number of Providers	Percent
Own Agency	12	19.3
Local Government Garage	17	27.4
Local Private Garage	28	45.2
Other	5	8.1
Total	62 a/	100.0

a/May add to more than 60 because some providers use more than one maintenance source.

B. Maintenance Schedule

Item	YES		NO	
	No.	%	No.	%
1. Maintained on Regular Schedule	55	91.7	5	8.3
2. Frequency (miles per maintenance check)				
Miles per check				
No response			25	--
1,000 to 3,000			2	5.7
3,000 to 5,000			18	51.4
5,000 to 7,000			10	28.6
7,000 to 9,000			2	5.7
9,000 to 12,000			1	2.9
Over 12,000			2	5.7
Total Responding with Answer			35	100.0

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980

Table 22

IMPROVED TRANSPORTATION SERVICES STUDY

Operating Cost Characteristics

1979

A. Cost Sharing Problems

Question Coverage	YES		NO	
	Number	Percent	Number	Percent
1. Costs include volunteer time and similar contributions	46	78.0	13	22.0
2.a. Funding sources restricting cost sharing	10	16.7	50	83.3

2.b. Nature of Restrictions Reported:

Restrictions	Number of Providers	Percent
Eligibility Requirements	6	60.0
Too Many Different Programs and Regulations	2	20.0
Funding Restrictions	1	10.0
No Response	1	10.0
TOTALS	10	100.0

Table 22 (Continued)

IMPROVED TRANSPORTATION SERVICES STUDY

Operating Cost Characteristics

1979

B. Distribution of Reported Operating Costs per Vehicle Mile

Interval in Dollars (Operating Costs per Vehicle Mile)	All Providers	By Level of Urbanization (Providers)			
		Metro	Urban	Urban/Rural	Rural
Under $0.30	5	2	0	1	2
$0.30 to $0.50	9	1	2	2	4
$0.50 to $0.70	5	1	3	0	1
$0.70 to $1.00	11	2	2	4	3
$1.00 to $1.30	5	1	2	0	2
$1.30 to $1.60	1	1	0	0	0
$1.60 to $2.00	4	1	0	2	1
$2.00 or Over	8	2	5	1	0
TOTALS	48	11	14	10	13
Median($)	0.84	0.93	1.00	0.85	0.60

Table 22 (Continued)

IMPROVED TRANSPORTATION SERVICES STUDY

Operating Cost Characteristics

1979

C. Distribution of Annual Operating Costs per Vehicle

Interval in Dollars (Annual Operating Costs per Vehicle)	All Providers	By Level of Urbanization (Providers)			
		Metro	Urban	Urban/Rural	Rural
Under $5,000	8	2	0	3	4
$5,000 to $10,000	8	1	2	3	1
$10,000 to $15,000	11	0	5	2	4
$15,000 to $20,000	14	5	2	4	3
$20,000 to $25,000	6	1	3	0	2
$25,000 to $30,000	3	1	1	1	0
$30,000 to $35,000	2	1	1	0	0
$35,000 or Over	4	1	2	1	0
TOTALS	56	12	16	14	14
Median ($)	15,400	18,000	17,500	12,500	12,500

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980.

Table 23

IMPROVED TRANSPORATION SERVICES STUDY

Vehicle Insurance Experience

1980

A. Insurance Eligibility and Cancellation

Question Coverage	YES		NO	
	Number	%	Number	%
1. Present Problem Obtaining Insurance?	7	11.7	53	88.3
2. Insurance Policy Ever Cancelled?	3	5.0	57	95.0

B. Type of Insurance Carrier

Agency	Number of Responses	Percent
Private Carrier	39	71.0
Self-Insured	2	3.6
Unit of Government	12 a/	21.8
Other	2	3.6
Sub total	55	100.0
No Response	5	--
Total	60	--

a/ Out of the 12 governmental units, 11 were county or local government.

NOTE: Twenty-three (23) sample providers were classified as public agencies.

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980

Table 23 (Continued)

IMPROVED TRANSPORTATION SERVICES STUDY

Vehicle Insurance Experience

1980

C. Distribution of Average Insurance Premium per Vehicle - 1979

Interval in Dollars (Premium Cost per Veh.)	All Providers	By Level of Urbanization (Providers)			
		Metro	Urban	Urban/Rural	Rural
Under $500	17	1	3	5	7
$500 to $750	6	1	1	3	1
$750 to $1,000	5	0	2	2	1
$1,000 to $1,250	3	2	0	1	0
$1,250 to $1,500	5	2	2	0	1
$1,500 to $1,750	3	0	2	0	1
$1,750 to $2,000	0	0	0	0	0
$2,000 or Over	4	0	2	1	2
TOTALS	43	6	12	12	13
Median ($)	688	1,125	1,000	583	464

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980.

Table 24

IMPROVED TRANSPORTATION SERVICES STUDY

Transportation Provider Monitoring and Evaluation Practices

1980

	YES		NO	
	Responses	%	Responses	%
1. Require Daily Dispatch Reports	22	36.7	38	63.3
2. Require Daily Driver Logs	51	85.0	9	15.0
3. Prepare Management Reports on Operations	46	76.7	14	23.3
4. Receive Feedback on Accountability Report	22	36.7	38	63.3
5a. Ever Received Technical Assistance	22	36.7	38	63.3

b.

From Whom	Number	Percent
State DOT	8	38.1
Area Agency on Aging	5	23.8
Transit Agency	3	14.3
Planning Commission	2	9.5
Local Government	3	14.3
Subtotal	21	100.0
No answer	1	--
TOTAL	22	--

6. Number of Accountability Reports Required to Prepare	Number of Responding Providers	Percent
None	31	51.7
1 to 3	17	28.3
3 through 5	6	10.0
More than 5	6	10.0
TOTAL	60	100.0

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980

Table 25

IMPROVED TRANSPORTATION SERVICES STUDY

Labor Force and Institutional Problems

1980

Characteristics	YES		NO	
	Number of Respondents	Percent	Number of Respondents	Percent
1. Unionized Drivers	1	1.7	59	98.3
2. Any Labor Problems	4	6.7	56	93.3
3. Franchise or other Taxi Conflicts	7	11.7	53	88.3
4. Conflict with Other Providers	3	5.0	57	95.0

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980.

Table 26

IMPROVED TRANSPORTATION SERVICES STUDY

Coordination Experiences and Practices

1980

A. Coordination Practices

Coordination Question	YES		NO	
	Providers Responding		Providers Responding	
	Number	Percent	Number	Percent
1a. Presently Coordinating	26	43.3	34	56.7
b. How Coordinating:				
Government Information Exchange	19	47.5		
Centralized Dispatching	3	7.5		
Centralized Equipment Maintenance	1	2.5		
Bulk Purchasing	2	5.0		
Brokerage Functions	8	20.0		
Shared Administration Costs	2	5.0		
Uniform Cost Accounts	1	2.5		
Shared Advisory Functions	4	10.0		
TOTAL 1b	40 a/	100.0		
2a. Required to Coordinate	12	20.0	48.0	80.0
b. By Whom				
Funding Sources	4	33.2		
State	2	16.7		
County	2	16.7		
Transit Agency	2	16.7		
AAA/Title III	2	16.7		
TOTAL 2b	12	100.0		
3. Satisfied with Present Coordination Efforts	15	25.4	44	74.6

a/ May add to more than 26 projects because some projects may use more than one coordination technique.

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980

Table 26 (Continued)

IMPROVED TRANSPORTATION SERVICES STUDY

Coordination Experiences and Practices

1980

B. Transit Links

Question Coverage	YES		NO	
	Providers Responding		Providers Responding	
	Number	Percent	Number	Percent
3a. Is Transportation Service Linked to Transit?	15	25.0	45	75.0
b. How Linked?				
As Feeder Service	12	57.1		
As Interim Service for 504	3	14.3		
As Added Service to Outlying Areas	4	19.0		
Receiving Management Technical Assistance	2	9.6		
TOTAL 3b	21	100.0		

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980.

Table 27

IMPROVED TRANSPORTATION SERVICES STUDY

Marketing and Outreach Program

1980

Question Coverage	YES		NO	
	Providers Responding		Providers Responding	
	Number	Percent	Number	Percent
1a. Have a marketing, Public info., or outreach for Transport Service	46	76.7	14	23.3
b. What methods used:				
Brochures	32	23.9		
Television	8	6.0		
Radio	24	17.9		
Newspapers	32	23.9		
Agency Publicity Response	16	11.9		
Information & Reference	14	10.4		
Bill board system	2	1.5		
Other activities	6	4.5		
Total - 1.b.	134	100.0		

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980.

Table 28

IMPROVED TRANSPORTATION SERVICES STUDY

The Energy Crisis and Transportation Service

1980

Question Coverage	YES		NO	
	Responding Providers		Responding Providers	
	Number	Percent	Number	Percent
1a. Any impact on transportation service due to fuel list increases	28	46.7	32	53.3
b. What impacts:				
Number of trips provided	8	42.1		
Type of trips allowed	5	26.3		
Type of client allowed	0	0		
Number of clients served	6	31.6		
TOTAL	19	100.0		
2. Experienced gas shortage during fuel crisis of Summer 1979	11	18,3	49	81.7
3. Decreased volunteers during 1979 fuel crisis	10	16.7	50	83.3
4. Provided with special fuel entitlement in cast of future crisis	13	21.7	47	78.3
5. Have developed service contingency plans	18	30.0	42	70.0

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980.

Table 29

IMPROVED TRANSPORTATION SERVICES STUDY

Impact of Section 504 of the Rehabilitation Act
on Transportation Services
as of March 1980

Question Coverage	YES		NO	
	Responding Providers		Responding Providers	
	Number	Percent	Number	Percent
1. Acquainted with 504 Requirements	41	68.3	19	31.7
2. Involved in transition planning for U.S. DOT 504 Regulations	21	35.0	39	65.0
3. Provider Service will be part of interim Accessible Service	18	30.0	42	70.0
4. Other specialized transportation providers will be providing interim accessible services	15	25.0	45	75.0

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980.

Table 30

IMPROVED TRANSPORTATION SERVICES STUDY

Contact between Transportation Providers and State Agency on Aging and Area Agency on Aging

1980

A. Frequency of Contact

No. of Times in Contact (Frequency per Month)	No. of Providers Responding	Percent
No contact reported	8	13.3
1 - 2 times	41	68.3
3 - 4 times	9	15.0
5 or more times	2	3.4
TOTAL	60	100.0

B. Purpose of Contact

Purpose of Contact	No. of Providers Responding to Specialized Purpose	Percent
1. Want to discuss program and exhange information	17	40.4
2. Monitoring operations and Evaluation Reports	11	26.2
3. Budgeting, Finances	6	14.3
4. Coordinating Funding and/or Consolidating Program	2	4.8
5. Advisory Board	2	4.8
6. Miscellaneous	4	9.5
TOTAL	42	100.0

Table 30 (Continued)

IMPROVED TRANSPORTATION SERVICES STUDY

Contract between Transportation Providers and State Agency on Aging and Area Agency on Aging

1980

C. Type of Assistance Received

Category of Assistance	Transportation Providers Response in Terms of Assistance From The							
	State Unit on Aging				Area Agency on Aging			
	YES		NO		YES		NO	
	No.	% of Providers	No.	% of Providers	No.	% of Providers	No.	% of Providers
1. Technical Assistance	3	5.0	57	95.0	19	31.7	41	68.3
2. Funding/Budgeting	1	1.7	59	98.3	30	50.0	30	50.0
3. Staffing	0	0	60	100.0	6	10.0	54	90.0
4. Operating the Service	1	1.7	59	98.3	14	23.3	46	76.7
5. Vehicle Specifications	1	1.7	59	98.3	9	15.0	51	85.0
6. Coordinating with Other Agencies	1	1.7	59	98.3	13	21.7	47	78.3
7. Administrative	2	3.3	58	96.7	15	25.0	45	75.0
8. Other	2	3.3	58	96.7	4	6.7	56	93.3

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980.

Table 31

IMPROVED TRANSPORTATION SERVICES STUDY

Problem Areas Identified by Transportation Providers

1980

Problem area and Sub-Area	No. of Trans. Providers Ident. Specific Problem/ Sub Problem Area	PROBLEM AREA	
		As % of of Total Responses	As % of Providers Surveyed (60)
1. Funding	15	34.9	25.0
a. More funds needed	10	--	--
b. Cash flow problems	2	--	--
c. "Match" restrictions	2	--	--
c. Too low priority to transport by AAA	1	--	--
2. Supply/Demand Problems	13	30.2	21.7
a. More vehicles needed	5	--	--
b. More demand than can be met	4	--	--
c. Staffing problems (not enough)	2	--	--
d. Need to expand	1	--	--
e. Need more volunteers	1	--	--
3. Coordinating Problems	6	14.0	10.0
a. Coordination restricted by fund sources	3	--	--
b. Too much duplication	2	--	--
c. Geographic restrictions	1	--	--
4. Cost Problems	5	11.6	8.3
a. High cost of rural services	3	--	--
b. Fuel Prices Op.	1	--	--
c. Administration of program too costly	1	--	--
5. Miscellaneous	4	9.3	6.7
a. Need bilingual approach	1	--	--
b. Need specialized equipment for handicapped	1	--	--
c. 504 Unnecessary	1	--	--
d. Need more outreach	1	--	--
Total Responses	43	100.0	--

SOURCE: Institute of Public Administration, Special Telephonic Survey of Sixty Transportation Providers, March 1980.

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